

# TEServ Quick Reference Guide

Revised 12/28/01

## GENERAL INFORMATION

TEServ is the web-enabled version of Travel Manager. This guide is intended to provide travelers with basic guidance on the preparation of travel documents. Progressing through the different screens and fields in the software can be done by mouse clicks or the tab key. For more detailed instructions, please refer to the on-line help feature.

## SECURITY

- Security within TM requires each user to have a User ID, a Login Password, and an Electronic Signature Personal Identification Number (Signature PIN). Passwords and PINs must be between 8 and 16 characters long and contain at least one numeric.
- User ID – is provided by the Accounting Office and is used in conjunction with the Login Password to control access and maintain internal controls within the Travel Manager database.
- Password – a unique password established by, and known only to, the user which is used in conjunction with the User ID to gain access to the Travel Manager software. Login password will expire after 90 days. Users are locked out after 4 consecutive unsuccessful login attempts.
- Signature PIN – a unique password (different than the Login Password) established by, and known only to, the user. The Signature PIN is used to electronically sign and/or approve authorizations or vouchers within Travel Manager. Signature PINs do NOT expire.

**Changing Passwords and PINs** - A user may change his or her password or PIN by clicking Setup on the top menu, clicking Admin on the top menu, and clicking on the desired change from the left menu.

**Resetting Password or Signature PIN** – To have your password or signature PIN reset, call (609) 485-6536.

## ACCESSING TEServ

Open your Internet browser and proceed to the TEServ web site: <http://www.teserv.com/>. Click on Login to TEServ. Enter user ID, password, (if you are a first time user or if your password has been reset, enter newtrav1 as the password) and click on Login. Pressing the <Enter> key will not log you in.

## DOCUMENT PREPARATION

### Creating a Travel Authorization


Click on **Create a New Document** from the left menu. Enter the authorization number into the document name field. Enter the traveler's SSN. Click on **Create**. NOTE: To obtain an authorization number, **ALWAYS** use the Travel Order Number Generator (TONG) located at:

<http://abainet.act.faa.gov/tonumber/default.asp>

Proceed through all the sections by either clicking **Continue**, or selecting the desired field from the left side menu. Clicking on **Save** will save the entries you've just made but will not take you out of that section. If you must exit the document prior to signing, you must click on **Close Document**.

Before routing, check to be sure you have entered all information correctly and that you have entered a valid line of accounting. If everything is correct, sign the document and click on **Stamp and Route**.

### Creating an Authorization Amendment

Click on **Create a New Document** from the left menu. Select **Amendment** from the Document Type list box. Click on the document icon  for the document that you need to amend. The amendment number will be automatically entered for you (-1, -2, etc.) Enter your signature PIN. Click on **Create**. Enter the Document Number, then leave the document as it was originally entered, only making the necessary changes.

### Canceling an Authorization

If a trip is cancelled and the authorization has a status stamp of "data-linked", you must cancel the authorization. To do this:

1. Copy the original authorization. In the "Copy To Document Name" change the last digit (S or T) to a "C" for cancelled.
2. Click on **Save**. When the confirmation screen appears, click **OK**. This will take you back to a blank screen.
3. Open the "new" document and enter the document number. Scroll down to the **Document Status**, sign and route as usual.



If the original document has not been data-linked, then the authorization can simply be deleted. If you are unable to delete, call someone in the Travel Section of Accounting to delete it for you.

*When an authorization has been cancelled, **do not** re-use that authorization number.*

### Creating a Voucher

Click on **Create a New Document** from the left menu. Select **Voucher from Authorization** from the Document Type list box. Click on the authorization icon  for the appropriate travel authorization. Click on **Create**.

The **Itinerary** screen will appear. Update/edit any information in the itinerary that was generated from the authorization if necessary. Otherwise, click **Continue**.

- **Ticketed Transportation** will be available to add/edit ticket costs. To edit your ticket information click on the edit icon . Click **Continue**.
- **Expenses** – View/edit/add expenses for the trip. To delete an expense click on the delete icon . Space for comments is now available on the expense page for


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necessary justifications. Click **Continue**. This brings you to the Document Summary page.

- **Lodging/M&IE** – Click to add/edit the lodging and M&IE expenses for the trip, i.e., entering the amount paid for lodging per night. This is also where you would indicate if actual expenses are being claimed; if meals are provided; and/or if leave was taken during TDY. Click **Continue**
- **Accounting** – Click to view/edit/add the accounting code(s) for the trip. If more than one accounting code is selected, you must allocate expenses to the proper code.
- **Routing** - Click on **Document Status** from the left menu. Select **Sign** from the status to apply list box. . Enter your signature PIN. Click on **Stamp**. Click on **Accept**.
- **Document Status**– The top section is for signature purposes. The center section indicates what the document is awaiting. The bottom section indicates where the document has already routed.

## Creating a Supplemental Voucher

Click on **Create a New Document** from the left menu. Select **Amendment** from the Document Type list box. Click on the document icon  for the document that you need to supplement. The supplement number will be automatically entered for you (-1, -2, etc.) Enter your signature PIN. Click on **Create**. Leave the document as it was originally entered, only adding the additional expenses. If the original voucher was an overclaim, then you must contact the TEServ help desk to make arrangements for repayment.

## REQUIRED DOCUMENTATION

Organizations using electronic signature are no longer required to submit hard copy documents to the accounting office, UNLESS one of these 3 exceptions exist:

1. Claim > \$2500.00
2. Foreign Travel **OR**
3. Division Manager or higher

All documentation (receipts) must be retained by the traveler for 75 months (6 years, 3 months). If a traveler is audited and cannot produce his/her receipts in that period of time, the traveler will be required to repay that amount for which receipts are required.

Receipts are required for:

1. ALL common carrier transportation costs (airline, train, etc.)
2. Lodging costs
3. Rental Car
4. All expenses greater than \$75.00

## VOUCHERING TIPS

- While on CONUS TDY, a traveler may claim two \$3.00 calls home per week. For OCONUS TDY, two 5 minute calls are allowed per week.

- Expenses such as laundry, tips and meals are covered as part of the M&IE and should not be claimed separately.
- **The FAA ACY/DCA Shuttle** is found under "Expenses" in TM and automatically defaults as a non-reimbursable.

## ELECTRONIC SIGNATURE PIN

To sign the document, click on **Document Status** and enter your signature PIN. Click on **Stamp** and follow pop-up instructions.

## PRE-AUDIT INSTRUCTIONS

Upon signing a travel document, the user will be presented with the pre-audit screen. The user should note the status of the document (PASS or FAIL).

If the status is PASS the user should click on **Continue**.


If the status is FAIL the user will see an explanation of why the document has failed the pre-audit. Click on **Cancel**. The user should then open the document, correct the error and resign the document. If you cannot resolve the error, click **Justify** and enter an explanation. Resign the document and click **Continue** to route the document to the next level.

To exit a document without signing, the user must click on **close document** or the document will become edit locked.

## REMOVING EDIT LOCKS

To "unlock" a document, click on **Setup**, on the top menu, then on **Admin**, on the top menu, then down the left column click on **Remove Edit Locks**. Click on the document name to be unlocked.

## PRINTING DOCUMENTS

Select **Preview Document** from the left menu. This will bring up Adobe Acrobat Reader. Once Reader comes up, the document you are printing should appear on the screen. Click on the print icon  upper left hand corner of Readers window. Click on **OK**.

**Note:** Form Setup – it is recommended that you use the default form for authorizations and vouchers. You may change your form type by clicking **Setup** on the top menu, clicking **Forms** on the top menu.

Use the radio buttons to change the form selection for each document type. Be sure to click on **Save** to apply your changes.

## NEED HELP!!

To access the on-line help –click on **Help**, located on the upper menu in TM.

The **FEDERAL AVIATION ADMINISTRATION TRAVEL POLICY (FAATP)** can be found at [http://www.faa.gov/aba/html\\_tp/index.html](http://www.faa.gov/aba/html_tp/index.html)

An International Currency Converter can be found at <http://www.xe.net/ucc/>

ACY/DCA Shuttle information can be found at <http://intraweb.act.faa.gov/SWRS/>

ABA/CFO Website can be found at <http://www.faa.gov/aba/index.html>

**Need Help? (609) 485-6536**

<http://www.teserv.com/>